



ANIRBAN SOMADDER | over 4 years of experience

Front Office Management Professional

- Office Management
- Hotel Management
- Hospitality Management

Contact: +968 91775289

Email: anirbansomadder1996@gmail.com

Targeting new heights of success with integrity, hard work & dedication, and leaving a mark of excellence on every step with a company providing continuous learning and development opportunities in a fast-paced and constantly evolving environment

PROFILE SUMMARY

Offering exceptional over four years of exposure in managing front office operations and driving business strategies that produce significant results

Core competencies:

Guest Service || Leadership || Multi-Tasker || Operational Improvement || Reservation Management || Sales & Marketing || Cash Handling || File & Record Management || Front Office Management || Problem Solver || Teamwork || Fidelio || Communication Management

A seasoned, meticulous, & results-oriented Front Office Management Professional with over four years of experience in maintaining utmost efficiency and accuracy when processing optimizing productivity, efficiency, and service quality across various environment. Personable hospitality professional having years of success in guaranteeing guest satisfaction through personable reservation services and attendance to guest needs. Adept at promptly assisting the guests by uncovering preferences.

Passionate about providing upbeat and friendly service resulting in consistent return customers. Politely welcomed and greeted customers with proper assistance and providing solutions to their queries.

Possessing robust front office management and customer retention skills and ensuring that all statutory and corporate obligations are met. Excellent understanding of solving problems, implementing procedures, providing customer service, and reporting to company managers. Highlight leadership, communication skills, problem-solving abilities, basic IT skills, and handling the crisis.

WORK EXPERIENCE

Jan 2020 – Present with Tanuf Residency Hotel, Nizwa Oman as Front Office Supervisor

KEY INITIATIVES & RESULTS DRAWN

- Responsible for the efficient and professional running of the front office, including relationships with other departments.
- Adhering to company credit limit/floor limit policies.
- Assisting all departments in servicing the guests during high-volume periods.
- To carrying out or ensuring that regular On-the-Job training is taking place to agreed standards.
- To ensure that incoming and outgoing telephone calls are handled promptly and courteously.
- Working closely with Housekeeping, Facilities, and Player Development daily to manage room inventory.
- Ensuring outstanding guest services at all times.
- Maintaining a friendly, cheerful, and courteous demeanor at all times.
- Courteously and accurately answers inquiries from potential guests and accepts hotel reservations.
- Responding to telephone and in-person inquiries regarding reservations, hotel information, and guest concerns.
- Using suggestive selling techniques to sell room nights increases occupancy and revenue.
- Supervising daily shift process ensuring all team members adhere to standard operating procedures.

Mar 2019 – Jan 2020 with Tanuf Residency Hotel, Nizwa Oman as Front Office Executive

KEY INITIATIVES & RESULTS DRAWN

- Played a crucial role in prepare and present of monthly sales reports.
- Served visitors by greeting, welcoming, directing, and announcing them appropriately.
- Answered, screened any incoming phone calls while providing basic information when needed.
- Maintained security by following procedures and controlling access (monitor logbook, issue visitor badges).
- Synchronized with multi-tasking job duties in a busy environment.
- Provided excellent guest service as per hotel standards.
- Upheld up-to-date information on room rates, current promotions, offers, and packages.

- Actively interacted with the guests keeping detailed information about the hotel & nearby local tourist attractions & recreational places. Indulged in collecting guest feedback during guest departure along with his likes and dislikes.
- Successfully performed basic cashier activities as and when required.

May 2018 – Mar 2019 with Tanuf Residency Hotel, Nizwa Oman as Front Office Associate

KEY INITIATIVES & RESULTS DRAWN

- Posted and process journal entries to ensure all business transactions are recorded
- Updated accounts receivable and issue invoices
- Performed all check-in and check-out tasks and managed online as well as phone reservations.
- Informed guests about payment methods and verify their credit card data
- Registered guests collecting necessary information (like contact details and exact dates of their stay)
- Welcomed guests upon their arrival and assign rooms
- Provided information about our hotel, available rooms, rates, and amenities
- Confirmed group reservations and arrange personalized services for VIP guests and event attendees, like wedding guests

June 2017 – Dec 2017 with Indigo Airline, NSCBIA Kolkata as Customer Service Officer

KEY INITIATIVES & RESULTS DRAWN

- Assisted in developing, presenting, and implementing policies and procedures to make sure company customers have a satisfactory experience when using its services. Incorporated with the company's data to see to it that the interface to data is easy to understand and use by customers. Helped passengers from check-in counter till boarding the flight.
- Made the journey comfortable for all the passengers for different destinations.
- Solved problems like overbooking & persuade them to alternate arrangements of flying.
- Received customer service inquiries.
- Responded to customer service inquiries. Promoted company's products and services.

TRAINING

May 2015 – Nov 2015 with Holiday Inn Bar Harbor Regency, United States as Industrial Trainee Culinary

KEY INITIATIVES & RESULTS DRAWN

- Learned different cooking techniques like Sautee, steam, searing, broiling, frying, grilling, braising, baking, and roasting.
- Learned of making different preparations of sauces & salad dressings.
- Involved in peeling, cutting the veggies & finishing chopping on time.
- Completed the proper mise-en-place before execution
- Checked the day-to-day inventories, following stocks & proper storing of vegetables, fish, meat & other dry spices & dry products required for daily kitchen operation. Actively worked with learning to present dishes, making sure that words are always clean.
- Played a crucial role in making of daily prep list before closing.

September 2014 – October 2014 with Indismart Hotel, Kolkata as On the Job Trainee

KEY INITIATIVES & RESULTS DRAWN

- Completed training in all the 4 Major departments & this training was provided in between the course to get familiarized with the hospitality operations & to know the skills required to operate maintaining the standards set by the management.
- Got the opportunity to induce professional knowledge & skills, explore the other functional departments in the hotel such as Sales & Marketing, Engineering & Maintenance, Accounts, Security & Human Resource.

CERTIFICATIONS

- STCW Certificate in personal survival techniques/fire prevention & firefighting/elementary first aid/ personal safety & social responsibilities in 2019.
- Certificate of proficiency in security training for seafarers with designated security duties in 2019.
- Certificate in bachelors in catering science & hotel management in 2017.
- Advanced diploma certificate in international hospitality & tourism administration in 2017.

EDUCATION

- **BSC in Catering Science & Hotel Management** from Bharathiar University in 2017
- **3 years full time Advanced Diploma in International Hospitality and Tourism Administration** - International Institute of Hotel Management in 2017
- **Class 12th** ISC board from St. Jude's High School.
- **Class 10th** ICSE board from St. Jude's High School.

Technical Skills:

- Proficient in Fidelio.
- Exceptional with MS. Office suite

PERSONAL SNIPPETS

Date of Birth: 13 October 1996| **Linguistic Abilities:** Hindi, English, Arabic, and Bengali| **Address:** Nizwa, Oman| **Passport No:** M7418431

-References and other documents available upon request